



**NOTICE OF VACANCY
February 12, 2016**

POSITION: Applications Manager

DEPARTMENT: Technology Services

SALARY: PR6 \$70,414 - \$74,718

HOURS: Monday – Friday 8:30am to 5:00pm

Job Purpose:

To carry out the mission of the Technology Services Department by designing, programming and implementing in-house and vendor developed applications to meet Town needs and by providing ongoing user problem troubleshooting, resolution, support and training.

Organizational Scope:

Reports to Director of Technology Services.

Major Responsibilities:

Hands-on manager of complex computerization projects. Responsibilities include analyzing user requests; working with users to finalize specifications; preparing implementation schedules for review and approval; monitoring, managing and tracking schedules; documenting issues and escalating extraordinary circumstances which would impact projects. Interacts with department heads and other personnel in training and system design and manages consultants and vendors as required.

Demonstrates commitment to Customer Service. Proactively evaluates user needs, reviews equipment, software and support requests and makes recommendations for improvements through computerization. Tests and implements new programs; ensures user and technical documentation is kept up to date; makes operational and technical decisions and prioritizes requests in the absence of supervisor.

Provides training, troubleshooting and assistance to users as needed to insure production schedules are met.

Takes initiative in keeping up to date on existing Town systems and applications and the use of report writing tools. Keeps informed of new developments in computer hardware and software and their application to town government.

Performs other duties as required including cross-training with and coverage for other Technology Services staff, in particular the Data Services Manager.

Job Qualifications:

Bachelor's degree with emphasis on Computer Science or related and a minimum of 5 to 7 years of progressively responsible technical experience. Three years of that experience shall be in demonstrated senior project management including responsibility for the successful implementation of at least one major enterprise wide application such as a financial or payroll system.

Knowledge of computers and operating systems including Windows, Windows Server, query languages, and report generator tools, such as SQL and Business Objects/Crystal Reports. Three years of demonstrated working experience with PC and server based data base management systems such as MS Access and SQL Server. Experience with Munis Financial System strongly desired.

The following experience is also desirable:

- Kronos Time keeping
- Edifice Utility Billing
- Patriot Property Assessment
- Laserfiche Document Management or equivalent enterprise content management system
- Programming experience in a networked PC/server environment

Strong problem solving skills to interpret and evaluate information and present recommendations on improving methods, operating practices and procedures.

Strong oral and written communications skills to develop written plans, maintain town-wide documentation and interact with department heads and other personnel in training and system design. Ability to work with a high degree of accuracy and make decisions requiring mature judgment under conditions of tight scheduling in the performance of critical functions.

Manual and physical dexterity to lift and carry equipment over 10 lbs. and for viewing and utilizing computer screens for long periods of time for development and analytical purposes.

Performs other duties as required including cross-training with and coverage for other Technology Services staff.

Physical Requirements:

Frequently required to sit, stand, walk, bend/stoop, crawl/kneel, carry and lift over 10lbs, push/pull under 10lbs, occasionally climb. Specific vision abilities to read technical documents and view data and reports on computer monitors that require close attention to detail. Color vision is required to read lights on equipment. Highly developed manual dexterity in combination with eye-hand coordination is required to perform exacting operations.

The Town of Framingham is an Affirmative Action Equal Opportunity Employer.